

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
ELIGIBILITY CERTIFICATION SUPERVISOR	34	B	12.354

DEFINITION OF THE CLASS:

Under direction, plans, organizes and supervises the work of the eligibility staff engaged in determining initial or ongoing eligibility in one or more public assistance program such as Food Stamps, Aid to Dependent Children and Medical Assistance to the Aged, Blind and Disabled; supervises the work of other professional, paraprofessional and clerical support staff; may be responsible for the day-to-day administrative activities of a rural satellite office; and performs related work as required.

EXAMPLES OF WORK: (The following is used as a partial description and is not restrictive as to duties required.)

Plans, organizes and directs day to day activities of the eligibility unit by establishing operational procedures and protocol and providing technical guidance, interpretation and clarification with respect to the application of program rules, regulations, policies and procedures affecting public welfare programs and practices. Assigns and adjusts work loads; implements regulations or policy changes affecting the day to day operation of the work unit; conducts quality control reviews of unit case work; conducts and attends periodic staff meetings to solicit input and solve problems related to program implementation, mandated deadlines and quality controls; ensures the timeliness and accuracy of benefits delivered; and identifies and resolves existing and potential problems according to agency policy and program goals and objectives.

Provides orientation and training to new and experienced staff by assessing workers skills and weaknesses and the application of new or problematic policies and procedures; scheduling on-the-job and classroom training; providing appropriate guidance and technical assistance; and monitoring training effectiveness to ensure effective and efficient levels of productivity.

Supervises subordinate professional, paraprofessional and administrative support staff by assigning duties, developing work performance standards, evaluating staff performance and administering disciplinary actions to assist employees in achieving satisfactory job performance and ensure accurate and consistent delivery of services.

Compiles and reviews statistical data associated with unit activities from case records, logs, computer files and other sources and prepares requested reports on a weekly, monthly and annual basis to assist in administrative program planning, budget development and analysis of program efficiency and effectiveness. May manage the day-to-day operation of a rural satellite office by determining the need for office space, equipment and supplies; establishing office protocol; representing the agency within the community by responding to inquiries and problems and explaining agency policies and procedures; and ensuring that all work activities conducted by satellite office staff adhere to agency policies, procedures, standards and regulations.

EXAMPLES OF WORK: (cont.)

Develops and maintains cooperative relationships with agency staff, other agencies and community organizations to exchange information, coordinate activities, interpret policies and procedures and fulfill program requirements by responding to inquiries and complaints both verbally and in writing; attending joint meetings; and acting as back up to other supervisory and management staff as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be acquired on the job and/or needed to perform the work assigned.)

Working knowledge of the principles and practices of supervision.

Ability to supervise subordinates including organizing work flow, establishing procedures, delegating responsibility, conducting training, evaluating work performance and administering necessary discipline.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

Working knowledge of the rules, regulations, policies and procedures pertinent to the program assignment. General knowledge of the guidelines and requirements of other available public assistance programs. Working knowledge of where to go within the organization for needed information. General knowledge of available community resources providing human services including their roles, services and responsibilities. General knowledge of federal and State non-discrimination and Privacy Act laws applicable to public assistance programs.

Ability to set priorities which accurately reflect the relative importance of job responsibilities. Ability to speak one-on-one or in groups using appropriate language to obtain information, explain policies and procedures, and train other staff. Ability to write concise, logical, grammatically correct memos, reports and case reviews. Ability to establish and maintain cooperative working relationships with clients, co-workers, other agencies and organizations and the public. Ability to analyze information, problems, situations, practices or procedures to define objectives, identify relevant concerns, formulate logical conclusions and recognize alternatives and their implications. Ability to perform under pressure of deadlines and heavy work loads. Ability to interpret and apply laws, regulations, policies and procedures to recurring situations. Ability to review eligibility determinations for quality and quantity. Ability to mediate disagreements and solve problems.

EDUCATION AND/OR WORK EXPERIENCE:

I

Graduation from high school or the equivalent and two years of journey-level experience making program eligibility determinations based on the application of rules and regulations through an analysis and verification of data contained in documents such as applications for public assistance and conducting personal interviews with applicants for the purpose of exchanging information and documenting facts pertinent to program eligibility requirements equivalent to an Eligibility Certification Specialist II in Nevada State service; OR

EDUCATION AND/OR WORK EXPERIENCE: (cont.)

II

An equivalent combination of education and experience in which the applicant has demonstrated possession of the entry level knowledge, skills and abilities. Sixty semester credits of college course work in general studies may be substituted for one year of the journey-level experience described in option I.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

12.354

ESTABLISHED:	10/21/71
REVISED:	1/13/72
REVISED:	11/16/72
REVISED:	9/27/74
REVISED:	5/18/78
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